

Title VI Notice to the Public

Door County's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

DOOR COUNTY

- ✓ **DOOR COUNTY** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **COUNTY OF DOOR**.
- ✓ For more information on **DOOR COUNTY'S** civil rights program, and the procedures to file a complaint, contact 920-746-5982, (TTY 855-828-2372); email pbusch@co.door.wi.us; or visit the Transportation Department at the ADRC, 916 N 14th Avenue, Sturgeon Bay, WI 54235.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-746-5982.
Si se necesita informacion en otro idioma de contacto, 920-746-5982.

Door County's Notice to the Public is posted in the following locations:

- X Door County website (www.co.door.wi.gov)
- X Public areas of the agency office (common area, public meeting rooms, etc.)
- X Inside vehicles (Door 2 Door Rides and ADRC)
- X Other, Door2DoorRides public transit website (www.door2doorrides.com)

Title VI Complaint Procedure

Any person who believes they've been discriminated against on the basis of race, color, or national origin by **Door County (or any of its contracted providers in the Door County Public Transit System)** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. **Door County** investigates complaints received no more than 180 days after the alleged incident. **Door County** will process complaints that are complete.

Once the complaint is received, **Door County** will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing the complainant whether the complaint will be investigated by our office.

Door County has 30 days to investigate the complaint. If more information is needed to resolve the case, the county may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, **Door County** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 920-746-5982.

Si se necesita informacion en otro idioma de contacto, 920-746-5982.